

State of Vermont Department of Libraries **NEWS**

109 State St., Montpelier, VT 05609 (802) 828-3261 <http://dol.state.vt.us>

Howard B. Dean, M.D., Governor | Sybil Brigham McShane, State Librarian
No. 124 - April, 2002

LIBRARIES GEAR UP FOR MOBILE SERVICES

The Vermont Mobile Library Literacy Project (VMLLP), five bookmobile grants announced last June, is securely under way. Project directors have met almost monthly to discuss outcomes, vehicle specifications, training volunteers, collections, technology, and other issues. Amy Howlett is the Project Consultant, researching issues, writing reports, and staying in touch with the participants. The VMLLP is supported by the Institute of Museum and Library Services through a National Leadership Grant administered by the Vermont Department of Libraries.

Each grant has been tailored to meet the needs of its service area. Here's a snapshot of the work in progress:

- North Country Cooperating Libraries (Newport, Derby, Derby Line, Westfield, North Troy) have ordered a bookmobile from Moroney Monolite Bookmobiles in Worcester, MA. Before the new vehicle arrives, the group's used van staffed by two men has begun the roving story telling, deliveries, daylong events, and adult and child daycare visits. As routes develop, the van will also leave self-serve collections at local stores. Training is the major priority this spring, with the new librarians joining the Cobleigh bookmobile staff and later Grace Greene to learn from their experiences.
- Burnham Memorial Library, Colchester, has ordered a new vehicle from OBS in Canton, OH. Currently using new staff and the old van, the library is expanding service to the Vermont Refugee Resettlement Project, Adult Basic Education, childcares, housing developments, and groups whose primary language is not English. Staff surveyed the public on town meeting day and found that people like the Library but know little about it, an important issue to address. Check for ongoing reports and special events at <http://www.sover.net/~bumeli/Bkmobile.htm>.
- Cobleigh Public Library, Lyndonville, is hoping for delivery of a new Moroney bookmobile early this summer to kick off the summer reading program. In April the old van will visit the Early Childhood Conference to offer a picture of bookmobile service. Rob Reade, a literacy consultant, is working with the bookmobile staff who have been on the road this winter visiting many area towns. The grant allows Cobleigh to expand its service to adults and year-round service in the seven-town area.
- Kellogg-Hubbard Library, Montpelier, and its partners U-32 High School and the Wheels transportation company have been designing the new Moroney bookmobile and working out the technology to be used on board. A part-time paid coordinator is planning routes, stops, and collection. The bookmobile has a name now, the Van Go (with a Van Gogh-inspired sunflower graphic). New partnerships continue to develop, offering new service populations, knowledge of the area and sometimes funding, including a roll-out awning for the side of the van to allow programming, shelter from the weather, and more visibility.
- The Brattleboro-based Windham County Reads owns a Moroney bookmobile, which has been expanding and strengthening its visits to family child care homes, senior housing, and a trailer park this winter, thanks to grant funds. Ruth Allard plans May and June for setting up the young adult service component, a challenging piece. The

organization is working to alter a garage into collection and office space. Ruth reports a successful new fundraising strategy: offering donors the opportunity to support a bookmobile stop with their gift.

NEW STAFFING & TRAINING OPPORTUNITIES AT GATES COMPUTER LAB

DOL is now beginning to offer training using the new Gates Computer Lab located at the Midstate Regional Library. Mara Siegel, who is DOL's UVM Access Office Librarian, is now also working in the training lab part-time, and her activities there include coordinating training sessions in the lab, working with sponsors and leaders of training sessions to prepare for using the lab, and developing training opportunities that can take advantage of the capabilities of the lab.

The first new training session that Mara is developing is an opportunity to learn how to maximize your effectiveness in searching DOL's web-based catalog, Web2 (<http://web2.dol.state.vt.us>), and in finding the items that you want to request through Interlibrary Loan. At this time, Mara is starting to offer this training at the lab on a one-to-one or small group basis, and we expect to be offering this training as a formal DOL workshop beginning this summer. If you have an interest in arranging a time to receive this training, you can contact Mara via email (mara.siegel@dol.state.vt.us) or by phone at MRL (828-2320) on any Wednesday or Friday. She can also be reached at the UVM Access Office (656-2293) on any Monday or Thursday. If you haven't seen the new lab facilities yet and happen to be visiting MRL on a Wednesday or a Friday, Mara would enjoy having the opportunity to show you around.

DOL is also interested in finding opportunities to hold training sessions that are sponsored or led by other Vermont libraries. If you have a training activity in mind that you think might be a good offering at the training lab, please contact Sheila Kearns by email (sheila.kearns@dol.state.vt.us) or by phone (828-3261).

CHANGES IN VUC REPORTING

Libraries sending Vermont Union Catalog (VUC) cards no longer need to alphabetize the cards by main entry. This new procedure applies to additions and withdrawals. Libraries still need to include the library's VUC symbol on the left-hand margin of each card. Withdrawals are handled the same way except each card needs to be marked with the word, "withdrawn" or "discard." Withdrawal cards should be separated from the new additions cards. Libraries sending requests slips from Card/MARC Service should continue to alphabetize these slips by title.

For more information about the VUC, go to the Technical Services website at: <http://dol.state.vt.us/> Choose the link, "Librarians' Resources," followed by "TSU Home Page," and then, "(VUC) Vermont Union Catalog." To go straight to the website the URL is: http://dol.state.vt.us/WWW_ROOT/000000/HTML/vuchome.html For further questions about the VUC, please call Lorraine Lanius (828-3261) or email (tsu@dol.state.vt.us).

TEN LIBRARIANS TO RECEIVE CERTIFICATION

At the annual meeting of the Certification Board in February, it was voted to award certificates of public librarianship to the following candidates:

Emilie Alexander, Jericho Town Library
Martha Bissell, Walden Community Library
Linda Donigan, Bennington Free Library

Theresa Gregory, Hartland Public Library
 Mary Ann Huang, Aldrich Public Library, Barre
 Cheryl McMahon, Cobleigh Public Library, Lyndonville
 Rachel Plant, New Haven Community Library
 Chris Poggi, Bennington Free Library
 Ramona Putnam, formerly at Readsboro Community Library, now at Whitingham School
 Carol Scott, Fair Haven Public Library

These librarians, who have each completed a minimum of 150 credit hours of workshops, will receive their certificates at the Vermont Library Conference on May 22 at the Radisson Hotel in Burlington.

Members of the certification board are Sybil Brigham McShane, State Librarian; Deborah Krisko, trustee, Warren Public Library; Trina Magi, President, Vermont Library Association; Sue Barden, Director, Carpenter-Carse Library, Hinesburg, and Grace Greene, Continuing Education Coordinator, Chair.

RECORD NUMBER OF PUBLIC LIBRARIES MEET STANDARDS

A record 128 public libraries meet the minimum standards for Vermont public libraries this year. As reported in the January issue of News, public libraries in Huntington and East Corinth met them for the first time ever, and Chittenden's public library for the first time in many years. Public libraries in Westminster West and Hancock are striving mightily toward meeting standards by fall; they are working with Technical Assistance Teams this year. Following is a list of towns with libraries that meet standards (the 80 that meet the 1998 version are marked with an asterisk):

*Alburg	Danville	*Hinesburg
*Arlington	Derby	Huntington
*Bakersfield	Dorset	Hyde Park
*Barnet	*Dover	*Jericho/Underhill
*Barre and	*Enosburg	and Jericho Town
East Barre branch	*Essex	*Killington
*Barton	*Essex Junction	Lincoln
Barton/Orleans	*Fairfax	*South Londonderry
Bennington	*Fairfield	*Lyndonville
*North Bennington	*Fair Haven	*Marshfield
*Bradford	Fairlee	*Middlebury
*Brandon	*Franklin	Middletown Springs
*Brattleboro	*Georgia	Milton
Brighton/Island Pond	Grand Isle	Montpelier
*Bristol	*Grafton	*Morristown
*Burlington	*Greensboro	Newbury (Tenny)
*Cabot	*Groton	*Newbury/Wells River
*Canaan	Guilford	New Haven
Castleton	Hancock (TAT)	*Newport
Charlotte	Hardwick	*Northfield
Chelsea	*Hartford	North Hero
Chester	*Quechee and	*Norwich
Chittenden	Wilder branch	*Pawlet
*Colchester	*West Hartford	Peacham
East Corinth	Hartland	*Pittsford
*Craftsbury	Highgate	*Plainfield

*Pomfret
 Poultney
 *Proctor
 *Putney
 Randolph
 Reading
 *Readsboro
 *Richford
 *Richmond
 *Rochester
 Rockingham/Bellows Falls
 *South Royalton
 *Rutland
 *St. Albans
 *St. Johnsbury
 *Shelburne
 Shrewsbury

*South Burlington
 *South Hero
 *Springfield
 Stamford
 *Stowe
 *Strafford
 Swanton
 *Thetford and
 Post Mills
 *Townshend
 *North Troy
 *Tunbridge
 Vergennes
 *Vernon
 *Waitsfield
 Wallingford
 Wardsboro

*Warren
 Washington
 *Waterbury and
 Waterbury Center branch
 Weathersfield (Ascutney)
 *Westford
 Westminster West (TAT)
 West Rutland
 *Whitingham
 Williamstown
 *Williston
 *Wilmington
 *Windsor
 Winooski
 Wolcott
 Woodbury
 Woodstock

2000-1 STATISTICAL ROUNDUP

The Department of Libraries published its annual statistical supplement to its Biennial Report in March. Vermont public library use declined slightly in most areas during 2000-2001, while local support rose. Program attendance rose, perhaps due to a more conscientious effort to keep statistics. Vermont's 192 public libraries also worked hard to purchase more audio-visual materials and to deliver materials to those unable to come to them for service. Fewer Vermonters volunteered to help their public libraries but remained invaluable to their being able to extend services. The following chart summarizes some of the totals.

State totals	2000-2001	per capita
Annual circulation	3,715,313 (2.4% decrease)	6.10
Number of visits	2,505,565 (1.6% decrease)	4.12
Program attendance	192,056 (5% increase)	
No. of volunteer hrs. in typical week	2,731 (10% decrease)	
Local tax income	\$9,074,361 (7.6% inc.)	\$14.90
Total operating expenses	12,394,337 (7.1% inc.)	\$20.35
Total deliveries to individual homes	3,304 (27% decrease)	
Total deliveries to day care centers	4,211 (15.2% increase)	
Total deliveries to other sites	4,611 (25% increase)	
Number of personal computers owned	712 (15% increase)	
Number of PCs available for public	439 (21% increase)	

As for *Superlatives*, the library with the highest total circulation in 2000-2001 was Burlington's Fletcher Free with 295,035, but the Greensboro Free Library had the highest circulation per capita in the state (24.51). Fletcher Free also topped the state in total visits (195,312), but Readsboro Community

Library had the highest number of visits per capita (25.71). Killington's Sherburne Memorial Library had the highest per capita tax support (\$127.34).

VT 2-1-1- TAKING SHAPE

2-1-1 is the national quick-dial phone number to reach free information on health and human services information and referral, or I&R. The VT 2-1-1 Collaborative has been working on creating the structure that makes the idea a reality: one centralized call center with trained professionals providing current information to help Vermonters.

How do 2-1-1 calls differ from library reference questions? Vermonters who need help finding food, shelter or emergency financial assistance will call 2-1-1. While librarians may use ServiceNet (<http://www.ahs.state.vt.us/services>) to offer human services information, most do not have detailed knowledge of the programs in ServiceNet or the eligibility requirements. Discovering which service is the right one for a specific caller is challenging, requiring a detailed, current, accurate database of all the human services programs in Vermont. Call-takers will be available twenty-four hours a day to provide information from the database.

Public libraries will be listed in the VT 2-1-1 database with the services they offer, as will other municipal and state agencies. VT 2-1-1 will use this information to answer questions about libraries and to refer callers to them. When patrons come to the library for information, staff will decide what the appropriate answer is: information provided by the library, a referral to an agency or service, or perhaps the phone number for VT 2-1-1 for a conversation with a call-taker trained in human services I&R. Librarians will also be able to search the VT 2-1-1 database on the web.

Two librarians are currently serving on the VT 2-1-1 Collaborative, Amy Howlett of the Vermont Department of Libraries and Barbara Shatara of Fletcher Free Library. Other librarians interested in participating should contact Howlett.

--Amy Howlett
Southeast Regional Consultant

FOR FUTURE REFERENCE...

by Marjorie D. Zunder
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Customer service for reference librarians...

For a description of ideal reference librarian skills see the ALA *Guidelines for Behavioral Performance of Reference and Information Services Professionals* at www.ala.org/rusa/std_behavior.html. The behaviors suggested in these guidelines may be familiar, but reading through them will give us a chance to think about our own habits. Are we doing all we can to make patrons feel comfortable when they need our help?

Addresses for out of state borrowing...

DOL_ILL (Vermont Dept. of Libraries central interlibrary loan office) sends email messages with the three-letter symbols for out of state libraries. To translate these symbols, use the symbol directory at <http://www.oclc.org/contacts/libraries/>. The addresses in this symbol directory may be too brief. If the library is in an urban area, use that library's own web site for a fuller address. You may also request addresses from DOL_ILL.

Forms for out of state borrowing...

Forms for out of state borrowing are available at http://www.ala.org/rusa/std_illformprint.html. You will need to print out a copy of this form, fill it out, sign it and "snail" mail it to the library you wish to borrow from.

Videos at UVM...

The University of Vermont is willing to lend many of the videos in the collection at the Bailey/Howe Library. Send requests to DOL_ILL.

VUC symbols...

DOL_ILL sometimes sends email messages with the Vermont Union Catalog (VUC) symbols for libraries listed as owning material you have asked for. If you discover that the information DOL_ILL has sent you is no longer accurate, please forward a message to DOL_ILL so that we can correct the VUC.

****AVAILABLE****

RESOURCES...

...Vermont Business Materials Exchange (VBMeX) quarterly newsletter of reusable commercial materials for businesses and individuals – call 1-800-895-1930 or see the website <http://www.vbmex.net>. Listings include used computers, utility poles, fabric, construction materials, etc.

...Computer recycling and disposal options coordinated by the Vermont Agency of Natural Resources – see website: <http://www.anr.state.vt.us/dec/wastediv/recycling/compR3.htm> for details

GRANTS...

...The Vermont Community Foundation annual round for the Paul Post Fund Award, a special grant program for any Vermont public or school library "with a plan or program to serve its young adult population." The fund is primarily interested in projects with a program component such as a summer reading group, an after-school discussion group, authors' visits, etc., and the typical grant will be in the \$500 - \$1,000 range. For an application form and guidelines, you may download them from The Vermont Community Foundation's website at <http://www.vermontcf.org> or you may contact Judy Dunning at the Vermont Community Foundation, P.O. Box 30, Middlebury, VT 05753, (802) 388-3355. Deadline for applying is June 1, 2002, with a decision by the end of July.

CONTINUING EDUCATION...

...*Great American Bookmobile and Outreach Services Conference*, scheduled for Columbus, Ohio, October 3-5, 2002, and the *Clarion Conference on Rural and Small Libraries* (formerly called the Future of Rural and Small Libraries) will be held on September 30-October 2, 2002, in Columbus, Ohio. Registration fee: \$100 for each conference. For more information contact: Department of Library Science, Clarion University of Pennsylvania, 814-393-2271, <http://www.clarion.edu/rural>.

ELECTRONIC MAILING LISTS...

Please do not use VALS email for these as your mail box will quickly become stuffed. Open up a free email account (e.g., hotmail, yahoomail, etc.) for the following interesting reading:

...NELIB is an unmoderated discussion group which serves as a forum for the distinctive needs of the NELA community. The list can be used to share ideas, to seek advice, post agendas and locate collaborators for projects.

<http://www.nelib.org/about.html#listserv> has information about participating in the listserv.

...ALAWON is a free, irregular publication of the American Library Association Washington Office. To subscribe, send the message: subscribe ala-wo [your_firstname] [your_lastname] to listproc@ala.org. To unsubscribe, send the message: unsubscribe ala-wo to listproc@ala.org. ALAWON archives at: <http://www.ala.org/washoff/alawon>. Visit their Web site at <http://www.alawash.org>.

...**Library-Oriented Lists & Electronic Serials** is a compilation of electronic discussion lists, distribution lists and serials that are of interest to library professionals and staff. Visit the website at <http://www.wrlc.org/liblists/>.

COMING EVENTS

Sun., April 15-Sat., April 20 – National Library Week, with Vermont Library Association-sponsored display and book cart at the Vermont State House. Contact: Carolyn Barnes, 878-5370. For promotional materials, contact American Library Association, 1 - 800-545-2433.

Tues., April 16, 10:30 am – Vermont Board of Libraries meeting, Midstate Regional Library, Berlin. Contact: Sybil Brigham McShane, 828-3265.

Tues, April 16, 9:00 am – Town Officers Educational Conference with “trustees track,” Lake Morey Inn, Fairlee. Sponsored by Vermont Institute for Government, Vermont Library Trustees Assn., and others. Registration fee. Repeats: Wed., April 24 (Hampton Inn, Colchester); Thurs., May 2 (Mt. Snow).

Fri., April 19, 9:30 am – Quarterly public library directors’ forum, Midstate Regional Library, Berlin. Topics for discussion: time management, delegating responsibilities. Contact: Marianne Kotch, 828-2320.

Mon., April 22, 9:30 am – Orange County Libns. meeting, Calef Memorial Library, Washington. Contact: Roberta Carrier, 883-2343.

Mon.-Fri., April 29-May 3, 9:30 am each day – “Cataloging and Organization of Library Materials” workshop, Whiting Library, Chester. Repeats May 6-10, Midstate Regional Library, Berlin. Contact: Grace W. Greene, 828-3261.

Wed., May 1, 9:30 am – Franklin-Grand Isle Libns. meeting, place TBA. Contact: Marianne Kotch, 828-2320.

Tues., May 7, 9:00 am – Chittenden County Libns. meeting, Fletcher Free Library, Burlington. Contact: Anita Danigelis, 863-3403.

Thurs., May 9, 9:30 am – “New Planning for Results” seminar, South Burlington Community Library. Repeats Fri., May 10, Norman Williams Public Library, Woodstock. Contact: Marianne Kotch, 828-2320.

Fri., May 10, 9:30 am – “Legal Reference” workshop, Milton Public Library. Contact: Grace W. Greene, 828-3261.

Tues., May 14, 9:30 am – “Book Discussions for Children and Young Adults” workshop, Kellogg-Hubbard Library, Montpelier. Contact: Grace W. Greene, 828-3261.

Thurs., May 16, 9:30 am – Vermont Library Assn. board meeting, Midstate Regional Library, Berlin. Contact: Trina Magi, tmagi@zoo.uvm.edu.

Thurs., May 16, 9:30 am – Rutland County Libns. meeting, West Rutland Free Library. Contact: Mary White, 438-2064.

Wed. & Thurs., May 22 & 23 – Annual Vermont Library Conference, Radisson Hotel, Burlington. Contact: Susan Englese, 879-3076, vlcsusan@aol.com.

Thurs., May 30 – State Holiday. Department of Libraries central office and regional libraries closed.

Thurs., May 30, 9:30 am – “New Planning for Results” seminar, South Burlington Community Library. Repeats Fri., May 31, Norman Williams Public Library, Woodstock. Contact: Marianne Kotch, 828-2320.

Wed., June 5, 9:30 am – “Consumer Health Reference” workshop, Rutland Regional Medical Center Library. Repeats Thurs., June 6, Midstate Regional Library, Berlin. Contact: Grace W. Greene, 828-3261.

Fri., June 7, 9:30 am – “Storytelling” workshop, Hartland Public Library. Continues June 14 and 28. Contact: Grace W. Greene, 828-3261.

News is published four times each year by the Vermont Department of Libraries and is distributed to all Vermont libraries, trustee chairs, state legislators, and other who care about Vermont libraries. News is available upon request in Braille, in large print, or on disk. Call 828-3261. NEWS is a federal-state program under the Library Services and Technology Act of the Institute of Museum and Library Services.

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YOUTH SERVICES NEWS

by Grace W. Greene, Children's Services Consultant

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828-3261

Born to Read continues...

Librarians have been confused over whether the Born to Read program is finished, or is continuing. **At this point it is being continued indefinitely!** Families are continuing to get packets of books and information at the six-month well baby visit, and included in those packets are coupons for books from the public libraries. We still have several hundred copies of MAX'S BATH, and would be happy to send libraries more copies whenever they need them. As soon as we have used up this supply, we will choose another title, and order that, so families are not getting multiple copies of the same book. We also have many more copies of the Born to Read brochure which list good books for ages and stages, and would be happy to supply libraries with more of those to give out to patrons.

The program is now being administered by the Vermont chapter of the American Academy of Pediatrics, and they are responsible for contacting the physicians. In fact, they have signed up a number of new practices, so more people may find out about the program than ever before. Success for the program locally still depends on local librarians. Please continue to contact local physicians to make sure they know about the program, and to talk it up in all the ways you can. Do you mention it at storytimes? To teachers? Is it on your website? Do you have a display in the library? Do you ask parents of babies when they come in if they know about it? Remember, this is about getting books into homes, and about making people aware of your services. It's a win-win for us all! Please let me know if you have any questions or concerns.

Travel Far, Pay No Fare...

Order forms

Summer planning is off to a great start with the two workshops we hosted in March on "Travel Far, Pay No Fare." All public libraries should have their manual and accompanying materials now, so planning can begin in earnest. Be sure to send in your order form for summer materials by the deadline, April 26, to ensure delivery on time.

Sponsors

Again this year we were able to produce the materials in full color thanks to the generosity of two Vermont banks: KeyBank which donated money and the Chittenden Bank which donated printing and money towards the paper. Please mention these businesses in your PR so they get proper credit. Without them we will be back to boring old one color art!

Artwork

The biggest thanks go to Tracey Campbell Pearson, Vermont illustrator extraordinaire, who created the fanciful artwork for all the materials. The reading record this year is in the shape of a passport, and it is accordion folded, so that children will have several pages on which to write the books that they read, and stamp the passports with a stamp also designed by Tracey.

Free books

As you know, the title of the program is taken from the book of the same name by Anne Lindbergh. Anne's sister Reeve, and her daughter, Connie Feydy, are having 2,500 hard cover copies of the book printed. Not only are they having them printed just for our summer reading program, but they are also donating a copy to each public library in the state! The books should be ready by May 1, and we will send one copy to each public library, along with an order form in case you want more. The books will also be available in local bookstores.

T-shirts

This year we are trying an experiment with ordering t-shirts. We are working with Only Once Graphics in Burlington. They will use the artwork from the poster to create a full color t-shirt that says "Travel Far, Pay No Fare" and "Vermont Summer Reading Program." The date will not be on the shirt. Order forms will be available in the middle of April, and all orders, with checks, must be in to me by May 1. Cost for the t-shirts will be \$4.00 each (you specify sizes), plus shipping and handling. We will send in the order all together, but they will ship the shirts directly to your libraries.

Statewide kickoff

For the first time, we will be kicking off the summer reading program on a statewide basis. There will be a celebration on June 7 at the St. Johnsbury Athenaeum, where Anne Lindbergh wrote much of TRAVEL FAR, PAY NO FARE. Local children, including ones from the Riverside School where Anne taught, will be invited to attend. The celebration will include remarks by various dignitaries, a tribute to Anne Lindbergh, and a performance by the Swing Peepers.



State of Vermont

**Department of Libraries
Agency of Administration**

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